
PROFESSIONAL SUMMARY

Technology-inclined professional possesses strong troubleshooting capabilities and customer-oriented attitude. Experienced in providing network and software support to users and developing and implementing technical solutions. Adept at analyzing system performance and security to drive optimal user experience.

SKILLS

- Microsoft 365
- Microsoft Azure
- Active Directory
- ConnectWise
- Windows Troubleshooting Expertise
- Client Support
- System Administration
- Server support

CERTIFICATIONS

- DoD IAT Level 2 (CompTIA Security+)
- AZ-900 Microsoft Azure Fundamentals
- AZ-104 Azure Administrator (In progress)
- ITIL V4
- DoD 8570 Technical Level I (CompTIA Network+) (In progress)

WORK HISTORY

IT ENGINEER | 02/2022 to Current

Federal-Focused MSP - McLean, VA

- Used Microsoft Azure Active Directory to manage users' permissions.
- Created static groups into dynamic groups using Microsoft 365 and Microsoft Azure.
- Recovered deleted and lost files in Microsoft Azure.
- Monitored system performance and security using Azure Monitor, Log Analytics, and Microsoft Defender for Cloud.
- Managed Azure Backup to ensure disaster recovery readiness.
- Used ConnectWise and Automate to monitor systems in operation and input commands to troubleshoot areas.
- Patched software and installed new versions to eliminate security problems and protect data.
- Provided client and desktop support for over 500+ users
- Used invoice management to collect, organize, and prepare invoices for accounting review and reconciliation.
- Monitored security groups, active directory accounts, user profiles and company-issued devices, supporting technical troubleshooting and administering replacements as necessary.
- Maintained active directory to build user network profiles, reset passwords, and unlock accounts.
- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.
- Oversaw support ticket management lifecycle, providing individualized support, supervising IT solution tools and troubleshooting systemic issues.
- Map network drives
- Enforced MFA policies for mobile and desktop users via Azure AD and Microsoft Authenticator
- Utilized Mobile Device Management (MDM) solutions to deploy and configure business-critical applications such as Microsoft Outlook and Ring Central on iOS and Android devices.
- Installed and configured network printers and other peripheral devices.
- Used ticketing systems (fresh service) to manage and process support actions and requests.
- Maintained network hardware and software and monitored network to support network availability to end users.
- Managing and setting up workstations on client sites.
- Managed data backups and disaster recovery.
- Used Microsoft 365 to create user accounts.
- Prioritized help desk service ticket requests and applied diagnostic techniques to identify problems, investigate causes and recommend solutions specific to individual users.
- Executed troubleshooting and server support in both in-person and remote situations.
- Managed onboarding and offboarding of employees via active directory, Microsoft 365, and Microsoft Azure.
- Delivered Windows server support, backup management and exchange support.



- Used Cisco Meraki to create reservations for network devices such as printers, switches, access points, etc.

IT SPECIALIST | 01/2018 to 02/2022

SMB- Focused MSP - Washington, DC

- Walked individuals through basic troubleshooting tasks.
- Removed malware, ransomware, and other threats from laptops and desktop systems.
- Installed and configured OS and applications.
- Installed, configured and maintained computer systems and network connections.
- Monitored system performance to identify potential issues.
- Skilled at working independently and collaboratively in a team environment.
- Executed troubleshooting and server support in both in-person and remote situations.
- Managed approximately 20-30 incoming calls, emails per day from customers

EDUCATION

Largo High School - Largo, MD | High School Diploma

06/2010